APPENDIX A

| STATE OF HAWAII STATE PROCUREMENT OFFICE PROPOSAL APPLICATION IDENTIFICATION FORM | | | | |
|---|---|--|--|--|
| STATE AGENCY ISSUING RFP: | | | | |
| | | | | |
| RFP Title: | | | | |
| Check one: Initial Proposal Application Final Revised Proposal (Completed Items onl | | | | |
| 1. Applicant information: | 2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION: | | | |
| Legal Name: | Name | | | |
| Doing Business As (if applicable): | | | | |
| Street Address: | Title: | | | |
| | Phone #: | | | |
| Mailing Address: | Fax #: | | | |
| | e-mail: | | | |
| 3. Type of business entity: | 4. STATE OF INCORPORATION (if applicable) | | | |
| Non-Profit Corporation For-Profit Corporation Limited Liability Company Sole Proprietorship Partnership | Date of Incorporation: | | | |
| 5. Tax Identification: | | | | |
| | STATE TAX ID #: | | | |
| 6. GEOGRAPHIC AREA(S): | 7. TARGET GROUP(S): | | | |
| 8. Funding Request: | 9. Business Status Qualification: | | | |
| FY S | Applicant is registered with the State Procurement | | | |
| FY | Office. Applicant is not registered Form SPO-H-100A and | | | |
| FYS | required documentation are attached. | | | |
| Total <u>\$</u> | | | | |
| Authorized Representative: | | | | |
| AUTHORIZED SIGNATURE | Name & Title Date signed | | | |

APPENDIX B

Encounter Data/Financial Summary Reconciliation Report Instruction Sheet

The following are instructions for accumulating claim data and financial information that will allow DHS and their actuaries to duplicate the process using the submitted encounter data. It will also confirm the completeness of the encounter data through the reconciliation to the financial statements.

<u>Form A</u> summarizes the submitted encounter data. Because of claim lag issues and in an attempt to be consistent with sources for the financial statements, encounter data is to be reported on a paid claim basis for each quarter.

- 1. The grouping of claims by category of service should be consistent with the approach used to complete the financial statements.
- 2. When counting records and utilization statistics, a claim with a negative billed amount (e.g. reversals) should be counted as negative. A claim with \$0 paid (e.g. denials) would count as zero.
- 3. Paid amounts should be reported net of third party liability recoveries.
- 4. Capitated expenses may not be available at the level of detail identified on the summary report. However, these amounts should be provided on the subtotal line for each major type of service (e.g. physician/other). Capitated records should be summarized at the procedure code grouping level.

<u>Form B</u> provides general guidelines for the reconciliation of the paid claim information to the incurred claims reported on the financial statements. Additional line items should be added as necessary.

- 1. Form B should include all items not reported in the encounter data.
- 2. Several specific items have been requested to clarify the extent to which health plans are reporting these items as administrative expenses or claim costs, such as case management expenses.

Health Plan
Reporting Period
Contact Name
Contact Phone Number
Contact Email Address

| | | UEST-ACE |
|--|--|---------------------------------------|
| | | Hawaii QUEST, QUEST-Net and QUEST-ACE |
| | | QUEST, QUI |
| | | Намай |

Hawaii QUEST, QUEST-Net and QUEST-ACE Encounter Data/Financial Summary Reconciliation Form A

| Citity Claims | Type of Service | 1 | | | | Requested Data Elements | a Elements | | | |
|--|-------------------------------|--|---------|------------------|-------------|-------------------------|------------|-----------|----------|-------------------|
| 19 19 19 19 19 19 19 19 | , | | | Non | -Capitated | | Cap | Capitated | | |
| Non-Capitated Non-Capitated SKANKANN SKANKANN | Inpatient Hospital | | Admits | Days | Billed | Paid | Days | Expenses | TAL | Total Expenses |
| Claims Records Billed Paid Paid | All Inpatient Facility Claims | | XXX | X,XXX | Sx,xxx,xxx | \$x,xxx,xxx | XXX | \$xxx,xxx | \$xx.xx | Sx.xxx.xxx |
| Claims Claim Rilled Paid Paid | | | | Non | -Capitated | | Cap | Capitated | | |
| Pracedure Codes | Outpatient Hospital | | | | | | | | | Total |
| Procedure Codes | D | | Claims | Kecords | Billed | Paid | Claims | Expenses | TPL | Expenses |
| Nan-Capitale | Emergency Hospital | | XXX | XXXX | \$x,xxx,xx | \$x,xxx,xxx | XXX | \$xxx,xxx | \$xx,xxx | \$x,xxx,xxx |
| Nan-Capitated Nan-Capitated Nan-Capitated Nan-Capitated Oil iol Oil 9999 Nax Naxx Naxx, xxx Sa,xxx,xxx Solool-58999, 60000-69999 Nax Naxx Sa,xxx,xxx Sa,xxx,xxx Solool-58999, 60000-89999 Nax Naxx Sa,xxx,xxx Sa,xxx,xxx Sa,000-89999 Nax Naxx Sa,xxx,xxx Sa,xxx,xxx Sa,000-89999 Nax Naxx Sa,xxx,xxx Sa,xxx,xxx Sa,xxx,xxx Sa,000-99999 Nax Naxx Sa,xxx,xxx Sa | Other Outpatient Hospital | | XXX | X,XXX | \$x,xxx,xxx | \$x,xxx,xxx | XXX | \$xxx,xxx | \$xx,xxx | \$x,xxx,xxx |
| Princedure Codes | Outpatient Hospital Total | | XXX | X,XXX | Sx.xxx.xxx | \$x,xxx,xxx | XXX | \$xxx,xxx | \$xx,xxx | \$x,xxx,xxx |
| Procedure Codes | | | | Non | -Capitated | | Cap | Capitated | | |
| 10000-58999, 60060-69999 | Physician/Other | Procedure Codes | Records | Units | Billed | Paid | Records | Expenses | TPL | Total Expenses |
| 10000-58999, 60000-69999 | Anesthesia | 00100-0166 | XXX | XXXXX | Sx.xxx,xxx | Sx,xxx,xxx | XXX | Sxxx,xxx | Sxx,xxx | Sx,xxx,xxx |
| 59000-5999 | Surgery | 10000-58999, 60000-69999 | xxx | XXXXX | \$x,xxx,xxx | Sx.xxx,xxx | XXX | Sxx,xxx | \$xx,xxx | Sx,xxx,xxx |
| 70000-79999 | Maternity | 59000-59999 | XXX | X,XXX | Sx,xxx,xxx | Sx,xxx,xxx | XXX | \$xxx,xxx | SXX,XXX | Sx,xxx,xxx |
| 80000-89999 | Rad Assistant | 70000-79999 | XXX | x,xxx | \$x,xxx,xxx | \$x,xxx,xxx | XXX | \$xxx,xxx | SXX,XXX | \$x,xxx,xxx |
| ement 99201-99499 xxx x,xxx 5x,xxx,xxx 5x,xxx,xxx 5x,xxx,xx | Pathology | 66668-00008 | XXX | XXXX | \$x,xxx,xx | \$x,xxx,xxx | XXX | \$xxx,xxx | Sxx,xxx | \$x,xxx,xxx |
| ement 99201-99499 | Medical | 66166-00006 | XXX | x,xx | \$x,xxx,xxx | \$x,xxx,xxx | ххх | \$xxx,xxx | Sxx,xxx | \$x,xxx,xxx |
| 99500-99999 | Evaluation/Management | 99201-99499 | XXX | xxxxx | \$x.xxx.xxx | Sx,xxx,xxx | XXX | \$xxx,xxx | \$xx,xxx | \$x,xxx,xxx |
| A0021-A1999 | Home Health Care | 66666-00566 | XXX | XXXX | \$x,xxx,xxx | \$x,xxx,xxx | ххх | \$xxx,xxx | \$xx,xxx | Sx,xxx,xxx |
| C1000-C9999 | Ambulance | A0021-A1999 | XXX | xxxxx | Sx,xxx,xxx | SX,XXX,XXX | XXX | Sxxx,xxx | \$xx,xxx | \$x,xxx,xxx |
| E1000-E9999, K0000- | Outpatient PPS | C1000-C3669 | XXX | XXXXX | \$x,xxx,xxx | \$ X,XXX,XXX | XXX | \$xxx,xxx | \$xx,xxx | Sx,xxx,xxx |
| L0000-L9999 | DME/Prosthetics | E1000-E9999, K0000- K9999, H0001-H2037, | XXX | X,XXX | Sx,xxx,xxx | \$x.xxx.xx | xxx | Sxxx,xxx | Sxxxxx | SXXXXXXXX |
| Other Level II HCPCS | Drugs | L0000-L9999 J0000-J9999 | ××× | X,XXX | Sx,xxx,xxx | \$x,xxx,xxx | xxx | \$xxx,xxx | \$xx,xxx | Sx,xxx,xxx |
| Non-Capitated Scripts Supplied Billed Paid Supplied Billed Paid | Other | Other Level II HCPCS | XXX | X,XXX | \$x,xxx,xxx | \$x,xxx,xxx | ххх | \$xxx,xxx | SXX,XXX | Sx,xxx,xxx |
| Scripts Supplied Billed Paid | Physician/Other Total | | XXX | х,ххх | Sx,xxx,xxx | \$x,xxx,xxx | ххх | \$xx,xxx | \$xx.xxx | Sx.xxx.xxx |
| Scripts Supplied Billed Paid | | | | | -Capitated | | Cap | Capitated | | |
| 333 34 | | | Scripts | Days Supplied | Billed | Paid | Scripts | Ехреняея | TPL | Total Expenses |
| AAA A.AAA GA,AAA,X.X.X. | Prescription Drugs | | XXX | XXXXX | \$x,xxx,xxx | \$x,xxx,xxx | XXX | Sxxx,xxx | \$xx,xxx | Sx,xxx,xxx |

Sx,xxx,xxx

Total Claim Expenses

| Health Plan | |
|-----------------------|--|
| Reporting Period | |
| Contact Name | |
| Contact Phone Number | |
| Contact Email Address | |

Hawaii QUEST, QUEST-Net and QUEST-ACE Encounter Data/Financial Summary Reconciliation Form B

| Total Claim Expenses Reported on Form A | |
|---|---|
| Beginning Reported Reserves | |
| Ending Reported Reserves | |
| Claim offsets not included on Form A | |
| Pharmacy Rebates | *************************************** |
| Reinsurance Recoveries Collected | |
| Beginning Reinsurance Reserves | |
| Ending Reinsurance Reserves | *************************************** |
| Third Party Recoveries | |
| Other | |
| Other | |
| Claim expenses not included on Form A | |
| Case Management | |
| 24-Hour Nurseline | |
| Provider Risk Pool Payments | *************************************** |
| Network Access Fees | |
| Other | *************************************** |
| Other | |
| Adjusted Encounter Data Total | - |
| Incurred Claims in Financial Statement | |
| Difference between adjusted encounter data and financial statement | *************************************** |
| Pharmacy Management Expense (Pharmacy claims paid by the health plan net of rebates less payments made to the pharmacies) | |

APPENDIX C

GENERAL CONDITIONS

- 1. Representations and Conditions Precedent
 - 1.1 Agreement Subject to the Availability of State and Federal Funds.
 - 1.1.1 State Funds. This Agreement is, at all times, subject to the appropriation of state funds, and may be terminated without liability to either the PROVIDER or the STATE in the event that state funds are not appropriated or available.
 - 1.1.2 Federal Funds. To the extent that this Agreement is funded partly or wholly by federal funds, this Agreement is subject to the availability of such federal funds. The portion of this Agreement that is to be funded federally shall be deemed severable, and such federally funded portion may be terminated without liability to either the PROVIDER or the STATE in the event that federal funds are not available. In any case, this Agreement shall not be construed to obligate the STATE to expend state funds to cover any shortfall created by the unavailability of anticipated federal funds.
 - 1.2 Representations of the PROVIDER. As a necessary condition to the formation of this Agreement, the PROVIDER makes the representations contained in this paragraph, and the STATE relies upon such representations as a material inducement to entering into this Agreement.
 - 1.2.1 <u>Compliance with Laws.</u> As of the date of this Agreement, the PROVIDER complies with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the PROVIDER's performance of this Agreement.
 - 1.2.2 <u>Licensing and Accreditation</u>. As of the date of this Agreement, the PROVIDER holds all licenses and accreditations required under applicable federal, state, and county laws, ordinances, codes and rules to provide the Required Services under this Agreement.
 - 1.3 Compliance with Laws. The PROVIDER shall comply with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the PROVIDER's performance of this Agreement, including but not limited to the laws specifically enumerated in this paragraph:

GENERAL CONDITIONS

Page 1

- 1.3.1 Smoking Policy. The PROVIDER shall implement and maintain a written smoking policy as required by Chapter 328K, Hawai'i Revised Statutes, or its successor provision.
- 1.3.2 <u>Drug Free Work Place</u>. The PROVIDER shall implement and maintain a drug free work place as required by the Drug Free Workplace Act of 1988, or its successor.
- 1.3.3 Persons with Disabilities. The PROVIDER shall implement and maintain all practices, policies, and procedures required by federal, state, or county law, including but not limited to the Americans with Disabilities Act (42 U.S.C. §12101, et seq.), and the Rehabilitation Act (20 U.S.C. §701, et seq.).
- 1.3.4 Nondiscrimination. No person performing work under this Agreement, including any subcontractor, employee, or agent of the PROVIDER, shall engage in any discrimination that is prohibited by any applicable federal, state, or county law.
- 1.4 Insurance. The PROVIDER shall obtain, maintain, and keep in force throughout the period of this Agreement liability insurance (the "Liability Insurance") issued by an insurance company in a combined amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00), or such lesser amount requested in writing by the PROVIDER and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The Liability Insurance shall provide that it is the primary insurance for the State of Hawai'i, the purchasing agency, and their officers, employees, and agents for any liability arising out of or resulting from occurrences connected with the PROVIDER's performance under this Agreement. Prior to or upon execution of this Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage, including the coverage of the State of Hawai'i, and its officers, employees, and agents. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time for performance under this Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the STATE an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the STATE thirty (30) calendar days' written notice of the intended cancellation.

GENERAL CONDITIONS

Page 2

- Notice to Clients. Provided that the term of this Agreement is at least one year in duration, within ONE HUNDRED AND EIGHTY (180) days after the effective date of this Agreement, the PROVIDER shall create written procedures for the orderly termination of services to any clients receiving the Required Services under this Agreement, and for the transition to services supplied by another provider upon termination of this Agreement, regardless of the circumstances of such termination. These procedures shall include, at the minimum, timely notice to such clients of the termination of this Agreement, and appropriate counseling.
- Reporting Requirements. The PROVIDER shall submit a Final Project Report to the STATE containing the information specified in Exhibit "B" to this Agreement if applicable, or otherwise satisfactory to the STATE, documenting the PROVIDER's overall efforts toward meeting the requirements of this Agreement, and listing expenditures actually incurred in the performance of this Agreement. The PROVIDER shall return any unexpended funds to the STATE.
- 1.7 Conflicts of Interest. In addition to the Certification provided in Exhibit "C" to this Agreement, the PROVIDER represents that neither the PROVIDER, nor any employee or agent of the PROVIDER, presently has any interest, and promises that no such interest, direct or indirect, shall be acquired, that would or might conflict in any manner or degree with the PROVIDER's performance under this Agreement.
- Compliance with Managed Process. If this Agreement was entered into between July 20, 1998, aand July 1, 2001, and extends beyond June 30, 2001, it is subject to a single review pursuant to the managed process developed pursuant to part III, section 6 of Act 230, 1998 Haw. Sess. Laws 785, 787. Pursuant to the managed process review, this Agreement may be cancelled, renegotiated, continued, or extended by the State.

2. Documents and Files

2.1 Confidentiality of Material.

2.1.1 All material given to or made available to the PROVIDER by virtue of this Agreement that is identified as proprietary or confidential information shall be safeguarded by the PROVIDER and shall not be disclosed to any individual or organization without the prior written approval of the STATE.

GENERAL CONDITIONS

Page 3

- 2.1.2 All information, data, or other material provided by the PROVIDER to the STATE shall be subject to the Uniform Information Practices Act, chapter 92F, HRS, or its successor, and any other applicable body of law concerning information practices or confidentiality.
- Ownership Rights and Copyright. The STATE shall have complete ownership of all material, both finished and unfinished that is developed, prepared, assembled, or conceived by the PROVIDER pursuant to this Agreement, and all such material shall be considered "works made for hire." All such material shall be delivered to the STATE upon expiration or termination of this Agreement. The STATE, in its sole discretion, shall have the exclusive right to copyright any product, concept, or material developed, prepared, assembled, or conceived by the PROVIDER pursuant to this Agreement.
- 2.3 Records Retention. The PROVIDER and any subcontractors shall maintain the books and records that relate to the Agreement, and any cost or pricing data for three (3) years from the date of final payment under the Agreement. In the event that any litigation, claim, investigation, audit, or other action involving the records retained under this provision arises, then such records shall be retained for three (3) years from the date of final payment, or the date of the resolution of the action, which ever occurs later. During the period that records are retained under this section, the PROVIDER and any subcontractors shall allow the STATE free and unrestricted access to such records.

3. Relationship between Parties

- 3.1 Coordination of Services by the STATE. The head of the purchasing agency, (which term includes the designee of the head of the purchasing agency), shall coordinate the services to be provided by the PROVIDER in order to complete the performance required in the Agreement. The PROVIDER shall maintain communications with the head of the purchasing agency at all stages of the PROVIDER's work, and submit to the head of the purchasing agency for resolution any questions which may arise as to the performance of this Agreement.
- 3.2 <u>Subcontracts and Assignments.</u> The PROVIDER may assign or subcontract any of the PROVIDER's duties, obligations, or interests under this Agreement, but only if (i) the PROVIDER obtains the prior written consent of the STATE and (ii) the PROVIDER's assignee or subcontractor submits to the STATE a tax clearance certificate from the Director of Taxation, State of Hawai'i, showing that all delinquent taxes, if any, levied or accrued under

GENERAL CONDITIONS

Page 4

state law against the PROVIDER's assignee or subcontractor have been paid. Additionally, no assignment by the PROVIDER of the PROVIDER's right to compensation under this Agreement shall be effective unless and until the assignment is approved by the Comptroller of the State of Hawai'i, as provided in section 40-58, HRS, or its successor provision.

- Change of name. When the PROVIDER asks to change the name in which it holds this Agreement with the STATE, the procurement officer of the purchasing agency (hereinafter referred to as the "Agency Procurement Officer") shall, upon receipt of a document acceptable or satisfactory to the Agency Procurement Officer indicating such change of name such as an amendment to the PROVIDER's articles of incorporation, enter into an amendment to this Agreement with the PROVIDER to effect the change of name. Such amendment to this Agreement changing the PROVIDER's name shall specifically indicate that no other terms and conditions of this Agreement are thereby changed, unless the change of name amendment is incorporated with a modification or amendment to the Agreement under Section 4.1 of these general conditions.
- 3.4 <u>Independent Contractor Status and Responsibilities, Including Tax</u>
 Responsibilities.
 - 3.4.1 In the performance of services required under this Agreement, the PROVIDER is an "independent contractor," with the authority and responsibility to control and direct the performance and details of the work and services required under this Agreement; however, the STATE shall have a general right to inspect work in progress to determine whether, in the STATE's opinion, the services are being performed by the PROVIDER in compliance with this Agreement.
 - 3.4.2 Unless otherwise provided by special condition, the STATE shall be free to contract with other individuals and entities to provide services similar to those performed by the Provider under this Agreement, and the PROVIDER shall be free to contract to provide services to other individuals or entities while under contract with the STATE.
 - 3.4.3 The PROVIDER and the PROVIDER's employees and agents are not by reason of this Agreement, agents or employees of the State for any purpose. The PROVIDER and the PROVIDER's employees and agents shall not be entitled to claim or receive from the State any vacation, sick leave, retirement, workers' compensation, unemployment insurance, or other benefits provided to state employees. Unless

GENERAL CONDITIONS

Page 5

specifically authorized in writing by the DIRECTOR, the PROVIDER and the PROVIDER's employees and agents are not authorized to speak on behalf and no statement or admission made by the PROVIDER or the PROVIDER's employees or agents shall be attributed to the STATE, unless specifically adopted by the DIRECTOR in writing.

- 3.4.4 The PROVIDER shall be responsible for the accuracy, completeness, and adequacy of the PROVIDER's performance under this Agreement. Furthermore, the PROVIDER intentionally, voluntarily, and knowingly assumes the sole and entire liability to the PROVIDER's employees and agents, and to any individual not a party to this Agreement, for all loss, damage, or injury caused by the PROVIDER, or the PROVIDER's employees or agents in the course of their employment.
- 3.4.5 The PROVIDER shall be responsible for payment of all applicable federal, state, and county taxes and fees which may become due and owing by the PROVIDER by reason of this Agreement, including but not limited to (i) income taxes, (ii) employment related fees, assessments, and taxes, and (iii) general excise taxes. The PROVIDER also is responsible for obtaining all licenses, permits, and certificates that may be required in order to perform this Agreement.
- 3.4.6 The PROVIDER shall obtain a general excise tax license from the Department of Taxation, State of Hawai'i, in accordance with section 237-9, HRS, or its successor provision, and shall comply with all requirements thereof. The PROVIDER shall obtain a tax clearance certificate from the Director of Taxation, State of Hawai'i, showing that all delinquent taxes, if any, levied or accrued under state law against the PROVIDER have been paid and submit the same to the STATE prior to commencing any performance under this Agreement. The PROVIDER shall also be solely responsible for meeting all requirements necessary to obtain the tax clearance certificate required for final payment under sections 103-53 and 237-45, HRS, or their successor provisions, and these General Conditions.
- 3.4.7 The PROVIDER is responsible for securing all employee-related insurance coverage for the PROVIDER and the PROVIDER's employees and agents that is or may be required by law, and for payment of all premiums, costs, and other liabilities associated with securing the insurance coverage.

GENERAL CONDITIONS

Page 6

3.5 <u>Personnel Requirements.</u>

. I L

- 3.5.1 The PROVIDER shall secure, at the PROVIDER's own expense, all personnel required to perform this Agreement, unless otherwise provided in this Agreement.
- 3.5.2 The PROVIDER shall ensure that the PROVIDER's employees or agents are experienced and fully qualified to engage in the activities and perform the services required under this Agreement, and that all applicable licensing and operating requirements imposed or required under federal, state, or county law, and all applicable accreditation and other standards of quality generally accepted in the field of the activities of such employees and agents are complied with and satisfied.

4. Modification and Termination of Agreement

4.1 Modifications of Agreement.

- 4.1.1 <u>In writing.</u> Any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Agreement permitted by this Agreement shall be made by written amendment to this Agreement, signed by the PROVIDER and the STATE.
- 4.1.2 <u>No oral modification</u>. No oral modification, alteration, amendment, change, or extension of any term, provision or condition of this Agreement shall be permitted.
- 4.1.3 Tax clearance. The STATE may, at its discretion, require the PROVIDER to submit to the STATE, prior to the STATE's approval of any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Agreement, a tax clearance from the Director of Taxation, State of Hawai'i, showing that all delinquent taxes, if any, levied or accrued under state law against the PROVIDER have been paid.
- 4.2 <u>Termination in General.</u> This Agreement may be terminated in whole or in part for a reduction in funds available to pay the PROVIDER, or when, in its sole discretion, the STATE determines (i) that there has been a change in the conditions upon which the need for the Required Services was based, (ii) that the PROVIDER has failed to provide the Required Services adequately or satisfactorily, or (iii) that other good cause for the whole or partial termination of this Agreement exists. Termination under this section shall be

GENERAL CONDITIONS

Page 7

made by a written notice sent to the PROVIDER ten (10) working days prior to the termination date that includes a brief statement of the reason for the termination.

- 4.3 Termination for Necessity or Convenience. If the STATE determines, in its sole discretion, that it is necessary or convenient, this Agreement may be terminated in whole or in part at the option of the STATE upon ten (10) working days' written notice to the PROVIDER. If the STATE elects to terminate under this section, the PROVIDER shall be entitled to reasonable payment as determined by the STATE for satisfactory services rendered under this Agreement up to the time of termination. If the STATE elects to terminate under this section, the PROVIDER shall cooperate with the STATE to effect an orderly transition of services to clients.
- 4.4 <u>Termination by Contractor.</u> The PROVIDER may withdraw from this Agreement after obtaining the written consent of the STATE. The STATE, upon the PROVIDER's withdrawal, shall determine whether payment is due to the PROVIDER, and the amount that is due. If the STATE elects to terminate under this section, the PROVIDER shall cooperate with the STATE to effect an orderly transition of services to clients.
- 4.5 State's Right of Offset. The STATE may offset against any monies or other obligations the STATE owes to the PROVIDER under this Agreement, any amounts owed to the State of Hawai'i by the PROVIDER under this Agreement, or any other agreement, or pursuant to any law or other obligation owed to the State of Hawai'i by the PROVIDER, including but not limited to the payment of any taxes or levies of any kind or nature. The STATE shall notify the PROVIDER in writing of any exercise of its right of offset and the nature and amount of such offset. For purposes of this paragraph, amounts owed to the State of Hawai'i shall not include debts or obligations which have been liquidated by agreement with the PROVIDER, and that are covered by an installment payment or other settlement plan approved by the State of Hawai'i, provided, however, that the PROVIDER shall be entitled to such exclusion only to the extent that the PROVIDER is current, and in compliance with, and not delinquent on, any payments, obligations, or duties owed to the State of Hawai'i under such payment or other settlement plan.

5. Indemnification

5.1 <u>Indemnification and Defense.</u> The PROVIDER shall defend, indemnify, and hold harmless the State of Hawai'i, the contracting agency, and their officers,

GENERAL CONDITIONS

Page 8

employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys' fees, and all claims, suits, and demands therefor, arising out of or resulting from the acts or omissions of the PROVIDER or the PROVIDER's employees, officers, agents, or subcontractors under this Agreement. The provisions of this paragraph shall remain in full force and effect notwithstanding the expiration or early termination of this Agreement.

5.2 <u>Cost of Litigation.</u> In case the STATE shall, without any fault on its part, be made a party to any litigation commenced by or against the PROVIDER in connection with this Agreement, the PROVIDER shall pay all costs and expenses incurred by or imposed on the STATE, including attorneys' fees.

6. Miscellaneous Provisions

- 6.1 Nondiscrimination. No person performing work under this Agreement, including any subcontractor, employee, or agent of the PROVIDER, shall engage in any discrimination that is prohibited by any applicable federal, state, or county law.
- 6.2 <u>Publicity.</u> Any and all publicity that the PROVIDER may undertake in connection with the Required Services, shall be subject to the limitations of Section 3.4.3 of these General Conditions, and the requirements of this section:
 - 6.2.1 Acknowledgment of State Support. Subject to the limitations of Section 3.4.3 of these General Conditions, the PROVIDER shall, in all news releases, public statements, announcements, broadcasts, posters, programs, computer postings, and other printed, published, or electronically disseminated materials relating to the PROVIDER's performance under this Agreement, acknowledge the support by the State of Hawai'i and the purchasing agency through appropriations made by the Legislature of the State of Hawai'i.
 - 6.2.2 The PROVIDER shall not refer to the STATE, or any office, agency, or officer thereof, or any State employee, including the head of the purchasing agency, the chief procurement officer, the DIRECTOR, the Agency procurement officer, or to the services or goods, or both, provided under this Agreement, in any of the PROVIDER's publicity not related to the PROVIDER's performance under this Agreement, including but not limited to commercial advertisements, recruiting materials, and solicitations for charitable donations.

GENERAL CONDITIONS

Page 9

- 6.3 <u>Section Headings.</u> The section headings appearing in this Agreement have been inserted for the purpose of convenience and ready reference. They shall not be to define, limit or extend the scope or intent of the sections to which they pertain.
- Antitrust Claims. The STATE and the PROVIDER recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the purchaser. Therefore, the PROVIDER hereby assigns to STATE any and all claims for overcharges as to goods and materials purchased in connection with this Agreement, except as to overcharges which result from violations commencing after the price is established under this Agreement and which are not passed on to the STATE under an escalation clause.
- 6.5 Governing Law. The validity of this Agreement and any of its terms or provisions, as well as the rights and duties of the parties to this Agreement, shall be governed by the laws of the State of Hawai'i. Any action at law or in equity to enforce or interpret the provisions of this Agreement shall be brought in a state court of competent jurisdiction in Honolulu, Hawai'i.
- 6.6 Conflict between General Conditions and Procurement Rules. In the event of a conflict between the General Conditions and the Procurement Rules or a Procurement Directive, the Procurement Rules or any Procurement Directive in effect on the date this Agreement became effective shall control and are hereby incorporated by reference.
- 6.7 Entire Agreement. This Agreement sets forth all of the agreements, conditions, understandings, promises, warranties, and representations between the STATE and the PROVIDER relative to this Agreement. This Agreement supersedes all prior agreements, conditions, understandings, promises, warranties, and representations, which shall have no further force or effect. There are no agreements, conditions, understandings, promises, warranties, or representations, oral or written, express or implied, between the STATE and the PROVIDER other than as set forth or as referred to herein.
- 6.8 <u>Severability.</u> In the event that any provision of this Agreement is declared invalid or unenforceable by a court, such invalidity or unenforceability shall not affect the validity or enforceability of the remaining terms of this Agreement.
- 6.9 <u>Waiver.</u> The failure of the STATE to insist upon the strict compliance with any term, provision, or condition of this Agreement shall not constitute or be

GENERAL CONDITIONS

Page 10

deemed to constitute a waiver or relinquishment of the STATE's right to enforce the same in accordance with this Agreement. The fact that the STATE specifically refers to one provision of the Procurement Rules or one section of the Hawai'i Revised Statutes, and does not include other provisions or statutory sections in this Agreement shall not constitute a waiver or relinquishment of the STATE's rights or the PROVIDER's obligations under the Procurement Rules or statutes.

6.10 Execution in Counterparts. This Agreement may be executed in several counterparts, each of which shall be regarded as an original and all of which shall constitute one instrument.

GENERAL CONDITIONS

Page 11

APPENDIX D WAGE CERTIFICATION

Pursuant to Section 103-55, Hawaii Revised Statutes, I hereby certify that if awarded the contract in excess of \$25,000, the services to be performed will be performed under the following conditions:

- 1. The services to be rendered shall be performed by employees paid at wages or salaries not less than wages paid to the public officers and employees for similar work, if similar positions are listed in the classification plan of the public sector.
- All applicable laws of the Federal and State governments relating to worker's compensation, unemployment insurance, payment of wages, and safety will be fully complied with.

I understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wages required by Section 103-55, HRS.

| Offeror: | _ |
|------------|---|
| Signature: | _ |
| Title: | |
| Date: | |

APPENDIX E INSURANCE

Offeror shall provide the following:

| | - | |
|----|--|-----------|
| 1. | Commercial General Liability Insurance is prov | rided by: |
| | Insurance Company | |
| | Coverage | |
| 2. | Reinsurance is provided by: | |
| | Insurance Company | |
| | Coverage | |
| 3. | Other forms of insurance will be provided by: | |
| | Type: | |
| | Insurance Company | |
| | Coverage | |
| | | |
| | Type: | |
| | Insurance Company | |
| | Coverage | |
| | | |
| | Type: | |
| | Insurance Company | |
| | Coverage | |
| | | |
| | Officer | |

| ACORD. CERTIF | | IABILITY | | MMCAS NCE | DATE (MM/DD/YY) 08/05/04 |
|---|--|--|--|--|---|
| PRODUCER | | | | SUED AS A MATTER | |
| | | ONLY A | AND CONFERS . THIS CERTIF | NO RIGHTS UPON T ICATE DOES NOT AN E AFFORDED BY THE | HE CERTIFICATE END, EXTEND OF |
| | | | INSURER | S AFFORDING COVERA | GE |
| INSURED | 1 | Charles and the Control of the Contr | irst Fire & Casi | ualty ins.of Hl., in | |
| | | INSURER E | ,, p.g,,,,,,,,,,,,,,,,,,,,,,,, | y hydrollon ac a comment of the comm | |
| 1 | | INSURER C | Supersedes Ce | | |
| | | Account of management to the second course | Maria de la compania del la compania de la compania del la compania de la compania del la compania de la compania del la compani | Correct Addl Insd) | *************************************** |
| COVERAGES | | , Macres C. In | , , | | |
| THE POLICIES OF INSURANCE LISTED BELL ANY REQUIREMENT, TERM OR CONDITION MAY PERTAIN, THE INSURANCE AFFORDE POLICIES. AGGREGATE LIMITS SHOWN MAY | IN OF ANY CONTRACT OR D BY THE POLICIES DESCR | OTHER DOCUMENT WI' IBED HEREIN IS SUBJI ID CLAIMS. | TH RESPECT TO A ECT TO ALL THE | NHICH THIS CERTIFICATE TERMS, EXCLUSIONS AND | MAY BE ISSUED O |
| SR TYPE OF INSURANCE | POLICY NUMBER | DATE (MM/DD/YY) | POLICY EXPIRATION DATE (MM/DD/YY) | | |
| GENERAL LIABILITY | | 12/31/03 | 12/31/04 | EACH OCCURRENCE | \$1,000,000 |
| X COMMERCIAL GENERAL LIABILITY | | | i | FIRE DAMAGE (Any one fire) | \$100,000 |
| CLAIMS MADE X OCCUR | | | : | MED EXP (Any one person) | 55,000 |
| | | | | PERSONAL & ADV INJURY GENERAL AGGREGATE | \$1,000,000 |
| GEN'L AGGREGATE LIMIT APPLIES PER | | | - | PRODUCTS -COMPIOP AGG | |
| POLICY PRO LOC | | | | PRODUCTO TOMPTOT AGE | - SHOLUDLU |
| AUTOMOBILE LIABILITY | · · · · · · · · · · · · · · · · · · · | 12/31/03 | 12/31/04 | COMBINED SINGLE LIMIT (Ea accident) | \$ |
| ANY AUTO ALL OWNED AUTOS | | A major to 1 major | | 800KY INURY (Per person) | \$1,000,000 |
| SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS | | | - | BODILY INJURY (Per accident) | \$1,000,000 |
| ACITOTICS ACIT | | | | PROPERTY DAMAGE (Per accident) | \$1,000,000 |
| GARAGE LIABILITY | | | | AUTO ONLY - EA ACCIDENT | \$ |
| ANY AUTO | | | | OTHER THAN EA ACC | \$ |
| EXCESS LIABILITY | | | | EACH OCCURRENCE | \$ |
| OCCUR CLAIMS MADE | | | | AGGREGATE | <u> </u> |
| OCCUR | | | | | \$ |
| DEDUCTIBLE | | | • | | \$ |
| RETENTION \$ | | | | | \$ |
| WORKERS COMPENSATION AND | | | | WC STATU OTH- | |
| EMPLOYERS' LIABILITY | | | | E.L. EACH ACCIDENT | \$ |
| i | | ; | - | ELL DISEASE - EA EMPILOYEE | 3 |
| | | | 1 | E.L. DISEASE - POLICY LIMIT | <u>s</u> |
| OTHER | | | | | |
| | | 1 | | | |
| RIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXC | Tillerate Appener State | (| <u> </u> | | |
| RFP-MOD- Program | ALUGIUMS AUDEU ET ENDURSE! | PENTHOPELIAL PROVISION | <i>-</i> | | |
| tive 05/03/04 The State of Hawaii is | named as an additiona | I insured as their | | | |
| est may appear only to the extent se | | | | | |
| ision. | · | - · · | | | |
| | *************************************** | | | | |
| IFICATE HOLDER ADDITIONAL INSL | RED; INSURER LETTER: | CANCELLATION | ¥ | <u> </u> | |
| | | SHOULD ANYOF THE | ABOVE DESCRIBED | POLICIES BE CANCELLED BEF | ORE THE EXPIRATION |

| CERTIFICATE HOLDER ADDITIONAL INSURED; INSURER LETTER: | CANCELLATION |
|--|--|
| | SHOULD ANYOF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION |
| State of Hawaii | DATE THEREOF, THE ISSUING INSURER WILL THEREOF TO MAIL 30 DAYS WRITTEN |
| Dept of Human Services: Med-QUEST Division | NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BY THE CERTIFICATE HOLDER NAMED TO THE CERTIFICATE THE THE THE THE THE THE THE THE THE T |
| 1001 Kamokila Blvd., Suite 317 | XXXXIVXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX |
| Kapolei, HI 96707 | XXXXXXXX XXXXXX |
| | AUTHORIZED REPRESENTATIVE |
| | Mules a Museloni |
| ACORD 25-5 (7/97)1 of 2 | JRI & ACORD CORPORATION 1988 |

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or after the coverage afforded by the policies fisted thereon.

PROVIDER'S STANDARDS OF CONDUCT DECLARATION

For the purposes of this declaration:

"Agency" means and includes the State, the legislature and its committees, all executive departments, boards, commissions, committees, bureaus, offices; and all independent commissions and other establishments of the state government but excluding the courts.

"Controlling interest" means an interest in a business or other undertaking which is sufficient in fact to control, whether the interest is greater or less than fifty per cent (50%).

"Employee" means any nominated, appointed, or elected officer or employee of the State, including members of boards, commissions, and committees, and employees under contract to the State or of the constitutional convention, but excluding legislators, delegates to the constitutional convention, justices, and judges. (Section 84-3, HRS).

| On behalf of | , PROVIDER, | the undersigned | does |
|---------------------|-------------|-----------------|------|
| declare as follows: | | | |

- 1. PROVIDER □ is □ is not a legislator or an employee or a business in which a legislator or an employee has a controlling interest. (Section 84-15(a), HRS).
- 2. PROVIDER has not been represented or assisted personally in the matter by an individual who has been an employee of the agency awarding this Contract within the preceding two years and who participated while so employed in the matter with which the Contract is directly concerned. (Section 84-15(b), HRS).
- 3. PROVIDER has not been assisted or represented by a legislator or employee for a fee or other compensation to obtain this Contract and will not be assisted or represented by a legislator or employee for a fee or other compensation in the performance of this Contract, if the legislator or employee had been involved in the development or award of the Contract. (Section 84-14 (d), HRS).
- 4. PROVIDER has not been represented on matters related to this Contract, for a fee or other consideration by an individual who, within the past twelve (12) months, has been an agency employee, or in the case of the Legislature, a legislator, and participated while an employee or legislator on matters related to this Contract. (Sections 84-18(b) and (c), HRS).

81175_1 Revised 2/04

^{*}Reminder to agency: If the "is" block is checked and if the Contract involves goods or services of a value in excess of \$10,000, the Contract may not be awarded unless the agency posts a notice of its intent to award it and files a copy of the notice with the State Ethics Commission. (Section 84-15(a), HRS).

PROVIDER understands that the Contract to which this document is attached is voidable on behalf of the STATE if this Contract was entered into in violation of any provision of chapter 84, Hawaii Revised Statutes, commonly referred to as the Code of Ethics, including the provisions which are the source of the declarations above. Additionally, any fee, compensation, gift, or profit received by any person as a result of a violation of the Code of Ethics may be recovered by the STATE.

| DATED: Honolulu, Hawaii, |
|--------------------------|
| PROVIDER |
| By(signature) |
| Print Name |
| Print Title |
| Name of Provider |
| Date |

APPENDIX G Written Questions Format QUEST Medical Request For Proposal

| Question # | Section # | Page # | Paragraph | Question |
|---------------|--|--------|---|----------|
| | | | | |
| | ······································ | | | |
| | | | | |
| | | | | |
| | | | | |
| | ···· | | | |
| | | | *************************************** | |
| | | | | |

APPENDIX H QUEST Auto-Assignment Algorithm

Price Based Points:

Price Difference = plan bid rate - lowest bid rate

Price Points = 70 - ((price difference / lowest bid rate) * 300)

Technical Based Points:

Technical Difference = highest technical score - plan technical score

Technical Points = 30 - ((techincal difference / highest technical score) * 125)

Total Points = Price Points + Technical Points

Auto Assignment Algorithm for multiple plans:

Assumption: Plan A = Highest total points

Plan B = 2nd highest total points

etc.

Plan B Margin = Plan A total points - Plan B total points

Plan C Margin = Plan A total points - Plan C total points

etc.

Maximum Plan Point Margin = 100 / number of plans

2 Plans: Plan A percentage = 50% + Plan B Margin

Plan B percentage = 50% - Plan B Margin

3 Plans: Plan A percentage = 33.4% + Plan B Margin + Plan C Margin

Plan B percentage = 33.3% - Plan B Margin

Plan C percentage = 33.3% - Plan C Margin

4 Plans: Plan A percentage = 25% + Plan B Margin + Plan C Margin + Plan D Margin

Plan B percentage = 25% - Plan B Margin Plan C percentage = 25% - Plan C Margin

Plan D percentage = 25% - Plan D Margin

QUEST Auto-Assignment Algorithm Examples

Example 1:

Three Plans Bidding (no technical variation)

Raw Scores

| <u>Plan</u> | <u>Rate</u> | <u>Technical</u> |
|-------------|-------------|------------------|
| Α | 100 | 50 |
| В | 103 | 50 |
| C | 110 | 50 |

Auto Assignment Points

| <u>Plan</u> | <u>Rate</u> | <u>Technical</u> | Total |
|-------------|-------------|------------------|-------|
| Α | 70 | 30 | 100 |
| В | 61 | 30 | 91 |
| C | 40 | 30 | 70 |

Differences

| <u>Plan</u> | <u>Margin</u> |
|-------------|---------------|
| В | 9 |
| C | 30 |

Auto Assignment Rate Plan Rate Calculati

| <u>Plan</u> | Rate Calculation |
|-------------|--------------------------|
| Α | 33.4% + 9% + 30% = 72.4% |
| В | 33.3% - 9% = 24.3% |
| 0 | 22 3% - 30% = 3 3% |

Example 2:

Three Plans Bidding (no rate variation)

Raw Scores

| <u>Plan</u> | <u>Rate</u> | <u>Technical</u> |
|-------------|-------------|------------------|
| Α | 100 | 50 |
| В | 100 | 45 |
| C | 100 | 38 |

Auto Assignment Points

| <u>Plan</u> | Rate | Technical | Total |
|-------------|------|-----------|-------|
| Α | 70 | 30 | 100 |
| В | 70 | 17.5 | 87.5 |
| C | 70 | 0 | 70 |

Differences

| <u>Plan</u> | <u>Margin</u> |
|-------------|---------------|
| В | 12.5 |
| C | 30 |

Auto Assignment Rate

| Plan | Rate Calculation |
|---------------|-----------------------------|
| Α | 33.4% + 12.5% + 30% = 75.9% |
| В | 33.3% - 12.5% = 20.8% |
| \mathcal{C} | 33 3% - 30% = 3 3% |

Example 3:

Two Plans Bidding (higher rate has better tech score)

Raw Scores

| <u>Plan</u> | Rate | <u>Technical</u> |
|-------------|------|------------------|
| Α | 103 | 50 |
| В | 100 | 40 |

Auto Assignment Points

| Plan | <u>Rate</u> | <u>Technical</u> | <u>Tota</u> |
|------|-------------|------------------|-------------|
| Α | 61 | 30 | 91 |
| D | 70 | 5 | 75 |

Differences

| <u>Pìan</u> | <u>Margin</u> |
|-------------|---------------|
| В | 16 |

Auto Assignment Rate

| <u>Plan</u> | Rate Calculation |
|-------------|------------------|
| Α | 50% + 16% = 66% |
| В | 50% - 16% = 34% |

Example 4:

Two Plans Bidding (lower rate has better tech score)

Raw Scores

| <u>Plan</u> | Rate | <u>Technical</u> |
|-------------|------|------------------|
| Α | 100 | 50 |
| В | 107 | 40 |

Auto Assignment Points

| <u>Plan</u> | Rate | <u>Technical</u> | <u>Total</u> |
|-------------|------|------------------|--------------|
| Α | 70 | 30 | 100 |
| D | 40 | 5 | 54 |

Differences

| <u>Plan</u> | Margin |
|-------------|--------|
| В | 46 |

Auto Assignment Rate

| Plan | Rate Calculation |
|------|------------------|
| Α | 50% + 46% = 96% |
| В | 50% - 46% = 4% |

APPENDIX I LONG TERM CARE FACILITY SERVICES

The types of long-term care facility levels currently recognized by the Hawaii Medicaid Program are as follows:

- Skilled Nursing Facilities (SNFs) or Nursing Facilities (NFs) -- Level "C"
- Intermediate Care Facilities (ICFs) or Nursing Facilities (NFs) -- Level "A"
- Intermediate Care Facilities for the Mentally Retarded (ICF-MRs) or Nursing Facilities (NFs) -- Level "B"

Under federal Medicaid rules, the level of care provided by Care Homes (CHs) is custodial and does not qualify for Medicaid coverage.

Although Medicare considers certain services as SNF care, Medicaid is not bound by Medicare guidelines.

In making determinations of level of care (SNF, ICF, CH or other), the patient's situation and facility availability, etc. are to be considered. The availability, training, and capability of the family as primary caregivers should also be considered.

Levels of care determinations are made on a case-by-case basis and involve an evaluation of the patient's unique situation and medical care needs. The following is a clarification of criteria and definitions currently used by the Medicaid Program to assist Medicaid's reviewers in the determination of the level of long-term care (SNF or ICF) appropriate to the medical needs of the Medicaid recipient.

SNF: 1. The patient must require <u>daily skilled nursing services</u> on more than one shift per day; <u>daily restorative skilled rehabilitation services</u>; or a combination of skilled nursing and skilled rehabilitative services. Examples of skilled nursing services: suctioning, IV therapy, tube feedings in which use of enteral pumps is necessary. Examples of skilled rehabilitation services: physical therapy, occupational therapy, or speech therapy

Clarification:

All IM medications (i.e. antibiotics) must be medically justified. IM medications given on more than 1 shift a day do not automatically qualify for SNF level of care.

All IV therapy must be medically justified. IV therapy (i.e. hydrationantibiotics) are SNF services for the duration of the therapy.

Skilled rehabilitation services must be required and provided on a "daily basis" (7 days a week). However, if skilled rehabilitation services are not available on a 7-day-a-week basis, a patient whose SNF stay is based solely on the need for skilled rehabilitation service(s) would meet the "daily" requirement when he/she needs and receives therapy on at least 5 days a week. A break of 1 to 2 days during which no skilled rehabilitation services is furnished and discharge from a facility or lowering the level of care to ICF would not be practical would not violate the "daily" requirement. (For example, if the patient's physician suspends therapy sessions for medical reasons for 1 to 2 days, payment for SNF stays would be allowed since discharge in such a case would not be practical.) However, no payment can be made for the specific rehabilitation services not rendered.

- 2. The patient must require 24 hour supervision and observation by a professional nurse -- Registered Nurse (RN) or Licensed Practical Nurse (LPN).
- The patient must require <u>intermittent skilled nursing</u>, <u>daily skilled nursing assessment</u>, and <u>24 hour supervision</u>. The skilled nursing services and daily skilled nursing assessments must be provided by professional nurses -- RNs or LPNs.
 - 2. Examples of intermittent skilled nursing services: changing of indwelling Foley catheters, administering IM medications three times a week
 - 3. The patient may require other services furnished by ICFs such as:
 - a. Non-Skilled Nursing Services (see examples listed below)
 - b. Significant assistance with activities of daily living (ADLs)
 - c. Maintenance therapies, medical gases

Non-Skilled Nursing Services

- 1. Administration of routine oral medications, eye drops, and ointments.
- 2. General maintenance care of colostomies or ileostomies.
- 3. Routine services in connection with indwelling catheters or tubes. This would include emptying and cleaning containers, changing tubing, and refilling irrigation containers with solution.
- 4. Changes of dressings for <u>non-infected</u> post-operative wounds or for <u>chronic conditions</u> not involving sterile dressings and prescription medication.

- 5. Prophylactic and palliative skin care, including bathing and topical application (includes foot care).
- 6. General methods of treating incontinence, including use of diapers, bed pads, rubber sheets, and bed pans. (All incontinent patients are not automatically ICF. Care Home residents may have daily incontinence, but should not require attention at night or be excessively incontinent.)
- 7. General maintenance care in connection with plaster casts.
- 8. Routine care in connection with braces and similar devices.
- 9. Use of heat for palliative and comfort purposes.
- 10. Administration of medical gases after initial institution and stabilization of treatment and after the patient has received teaching and training.
- 11. General supervision of exercises which have been taught to the patient.
- 12. Assistance in dressing, eating, and toileting.

Care Home (CH):

- 1. Although Care Home services are generally custodial, patients with medical needs which can be met by custodial and non-skilled nursing services, such as listed above, may be able to reside in care homes. Examples of individuals who may be accepted as residents of care homes are as follows:
 - a. Individuals who need help with ADLs during the day and evening, but not during the night
 - b. Individuals who need supervision -- less than 24 hours and as defined by the Department of Health (DOH)
 - c. Individuals who wander during the day and evening, not at night
 - d. Diabetics who are stable and may require daily insulin injections, but who have no disabling medical conditions, who reside in care homes which have personnel with demonstrated capabilities of administering insulin injections.
- 2. Care home personnel are required to encourage positive behaviors, such as participation in social activities, and to assist the resident with health related activities (i.e. diet, physician appointments, toileting and

incontinent care). Care Home providers must meet the certification requirements of the Department of Health.

APPENDIX J PERSONS WITH SERIOUS MENTAL ILLNESS

Definition

The seriously mentally ill are defined as persons who, as the result of a mental disorder, exhibit emotional, cognitive, or behavioral functioning which is so impaired as to interfere substantially with their capacity to remain in the community without supportive treatment or services of a long-term or indefinite duration. In these persons, mental disability is severe and persistent resulting in a long term limitation in their functional capacities for primary activities of daily living such as interpersonal relationships, self-care, homemaking, employment, and recreation.

Conditions such as mental retardation or substance abuse may cause similar problems or limitations, and are not to be included in this definition unless, in addition to one or more of these disorders, the person has a severe and persistent mental disorder.

Criteria

Assessment:

The person has undergone a comprehensive professional clinical assessment sufficient to establish a diagnosis of mental disorder and a quantitative functional assessment. The combination of diagnosis and level of functioning establishes eligibility for public services through a formula stated below.

Eligible Diagnoses:

The person meets the latest DSM edition criteria for mental disorder in Category I, II, or III.

<u>CATEGORY I</u>

- Schizophrenic Disorders (295.1, 295.2, 295.3, 295.6, 295.9)
 Delusional Disorders (297.1)
 Psychotic Disorders Not Elsewhere Classified
 - Schizo-affective Disorders (295.7)
 - Psychotic Disorders NOS (298.9)
- Mood Disorders
 - Bipolar Disorders (296.4, 296.5, 296.6, 296.7)
 - Depressive Disorders (296.2, 296.3)

- Substance Related Disorders Persisting Three Months After Detoxification and Stabilization
 - Psychotic Disorders (291.3, 291.5, 292.11, 292.12)
 - Mood Disorders (291.89 for mood only, 292.84)

CATEGORY II

- Mental Disorders Due to a General Medical Condition
 - Psychotic Disorder Due to a General Medical Condition with Delusions (293.81)
 - Psychotic Disorder Due to a General Medical Condition with Hallucinations (293.82)
 - Mood Disorder Due to a General Medical Condition (293.83)
- Anxiety Disorders
 - Panic Disorder with Agoraphobia (300.21)
 - Panic Disorder without Agoraphobia (300.01)
 - Post Traumatic Stress Disorder (309.81)
 - Obsessive Compulsive Disorder (300.3)
 - Alcohol induced anxiety disorder/mood disorder with depressive features (291.81)
- Personality Disorders (these conditions exempted from provisionally qualifying conditions)
 - Schizoid (301.20)
 - Schizotypal (301.22)
 - Borderline Personality Disorder (301.83)

CATEGORY III (these conditions exempted from provisionally qualifying conditions)

Other Disorders Not Listed Above and Not Excluded Below

PERSONS WITH A PROVISIONALLY QUALIFYING CONDITION

These persons are defined as those who have a substance abuse condition and are suspected to suffer from a qualifying condition due to their symptoms and functional limitations. These persons have on-going and recent substance abuse which prevents the clinician from making a definitive qualifying diagnosis.

Excluded Diagnoses:

| ex | cluded from eligibility under the Adult Behavioral Health Managed Care Plan. |
|----|--|
| | Delerium, Dementia, and Amnestic and other Cognitive Disorders |
| | Disorders Usually First Diagnosed in Infancy, Childhood, or Adolesence, i.e., Mental Retardation, Pervasive Developmental Disorders, Learning Disorders, Motor Skills Disorder, Communication Disorders. |
| | Substance Induced Disorders except as otherwise described above. |
| | Substance Dependence Disorders |
| | Psychotic Disorders Not Elsewhere Classified. Only the following diagnosis in this category is excluded: |
| | Brief Psychotic Disorder (298.8) |
| | Sexual and Gender Identity Disorders |
| | Factitious Disorders |
| | Impulse Control Disorders Not Elsewhere Classified |
| | Adjustment Disorders |
| | Psychological Factors Affecting Medical Conditions |

Unless an eligible disorder listed above is also present, the following disorders are

Comorbidity:

V Codes

Patients with a substance abuse diagnosis must also meet the diagnostic criteria for an above accepted mental illness to be considered potentially SMI. Those patients who are suspected to suffer from a qualifying conidtion yet currently are using substances, thus precluding the clear determination of an eligible diagnosis will be provisionally accepted as suffering from a qualifying condition. For those individuals with a dual diagnosis of substance abuse and a severe and persistent mental disorder, the assessment will also need to include a rating using the most current American Society of Addiction Medicine (ASAM) placement criteria. The assessment for dual diagnosis individuals must also include a history of the patient's past and present substance use sufficient to identify and describe its effects on cognitive, psychological, behavioral, and physiological function; a general medical and psychiatric history and psychiatric examination; a history of prior psychiatric treatments and outcomes; a family and social

history; screening of blood, breath, or urine for abused substances. This assessment will be considered if the available information is sufficient to document the patient's appropriateness for SMI status and support a determination. A copy of any recent hospital or treatment facility admission and discharge summaries will aid the MQD reviewer in making a determination.

Patients with DD/MR in addition to an allowable diagnosis will have to be at worst in the mild range (317.00) for eligibility.

Impaired Level of Functioning:

Assessment of impaired role functioning is achieved by the administration of an instrument such as the Client Assessment Record (CAR). At the minimum the Global Assessment of Functioning (GAF) will be provided to the MQD reviewer. A GAF score below 50 will be considered as supportive of an impaired level of functioning in conjunction with the CAR caculated score by the MQD reviewer. If the CAR instrument was used by the provider, CAR scales would be limited to: Medical/Physical, Family/Living Situation, Interpersonal Relations, Role Performance, Socio-Legal, and Self-Care/Basic Needs. The person is assigned to one of the four following levels of impaired functioning:

Level A:

3 or more CAR scale scores of 40 and above <u>or</u> 4 or more CAR scale scores of 30 and above.

Level B:

2 or more CAR scale scores of 40 and above <u>or</u> 3 or more CAR scale scores of 30 and above.

Level C₁:

1 CAR scale score of 40 and above or 2 CAR scale scores of 30 and above.

Level C₂:

Clinical evidence indicates that level of functioning would rate at the C₁ level or lower in the absence of treatment.

Eligibility Determination Formula:

1. a) The patient meets Diagnostic Category 1 <u>and</u> any of the Impaired Role Functioning Levels (A, B, C1 <u>or</u> C₂).

- b) The patient meets Diagnostic Category II <u>and</u> Impaired Role Functioning Levels A <u>or</u> B.
- c) The patient meets Diagnostic Category III <u>and</u> Impaired Role Functioning Level A.
- 2. As part of the assessment of chronic mental illness, documentation should be provided on historical duration of illness and disability and/or on the presence of risk factors making it likely that the disorder and disability will be present into the foreseeable future.
 - a, b, or c above must have been present for at least 6 months <u>or</u> must have a 6 month minimal expected duration <u>or</u> must have a combined present and expected duration of 6 months.

Accessible Services:

The person with a clear SMI diagnosis is judged to be in need of a comprehensive planned package of supportive and treatment services requiring intensive case management and interdisciplinary supervision of long-term or indefinite duration. Those with a provisional diagnosis due to limited functioning secondary to substance abuse are judged to be in need of the above services for a limited-term duration in order to establish a clear SMI diagnosis.

APPENDIX L (Continued) CHILDREN WITH SERIOUS EMOTIONAL DISTURBANCE

Definition

For purposes of Med-QUEST, children with serious emotional disturbance are persons:

- ♦ Birth to age 18
- who currently or at any time during the past year have had a primary diagnosis of at least one of the following mental, behavioral or emotional disorders:

Pervasive Developmental Disorders (PDD)

| 299.00 | Autistic disorder |
|--------|--------------------------------------|
| 299.80 | Pervasive developmental disorder NOS |

Anxiety Disorders of Childhood or Adolescence

| 00001 | O | | | |
|----------|------------|---------|----------|-----|
| 309.21 | \DDQrqtinn | SOVIDIN | / disord | ıΔr |
| JUU.Z. I | Separation | anact | v aisoia | |
| | | | | |

Schizophrenia

| 295.2x | Catatonic |
|--------|------------------|
| 295.1x | Disorganized |
| 295.3x | Paranoid |
| 295.9x | Undifferentiated |
| 295.6x | Residual |

Delusional (Paranoid) Disorder

297.10 Delusional (Paranoid) disorder

Psychotic Disorders Not Elsewhere Classified

| 295.70 | Schizoaffective disorder |
|--------|--|
| 297.30 | Shared psychotic disorder (Folie a deux) |
| 298.90 | Psychotic disorder NOS |

Bipolar Disorders

| Mixed |
|-------------|
| Manic |
| Depressed |
| Cyclothymia |
| |

Depressive Disorders

| Major Depression | |
|------------------|----------------|
| 296.2x | Single episode |
| 296.3x | Recurrent |
| 300.40 | Dysthymia |
| | |

Anxiety Disorders

| 300.30 | Obsessive compulsive disorder |
|--------|--------------------------------|
| 309.89 | Post-traumatic stress disorder |

Somatoform Disorders

300.11 Conversion disorder

Dissociative Disorders

300.14 Disassociative identity

Impulse Control Not Elsewhere Classified

312.34 Intermittent explosive disorder

Attention Deficit and Disruptive Behavior Disorders

313.81 Oppositional defiant disorder

- that has resulted in functional impairment which substantially interferes with or limits the child's role or functioning in the family, school, or community activities as defined by MQD and CAMHD and measured by the Child and Adolescent Functional Assessment Scale (CAFAS) with a score of 120+.
- and who has had the above diagnosis or in the absence of a diagnosis has displayed related symptoms for the following duration:
 - ⇒ 6 months for recipients less than age 10 and one year for recipients greater than age 10.